



**CONSUMER
& INDUSTRY
SERVICES**

*"Serving Michigan...
Serving You"*

e-DISCUSSIONS

VOLUME 27 - November/December 2002

In this issue...



Doug Bamfield of the Bureau of Health Systems dressed as a "Yoooper" for Halloween. See p. 2 for more photos.

Across CIS.....	p.2
OFIS.....	p.3
BWUC.....	p.4
PSC.....	p.5
Construction Codes.....	p.6
Safety & Regulation.....	p.7
LCC.....	p.8
Health Services.....	p.9-10
Fire Safety.....	p.12-13
CIS Salutes.....	p.14

From the Director

by Noelle A. Clark

November has been a busy month in our department from preparing for the transition for a new administration to reorganizing bureaus to serve our customers more efficiently with the early retirement of 760 of our team members.

This month CIS reached one of its longterm goals by awarding a \$300,000 grant to the Michigan Health Council to establish a Michigan Center for Nursing to address the state's health professional shortage. Additionally, our customers found new services are available online for their convenience including online electrical permits for contractors, liquor ordering for liquor licensees, and nurse aide registry verification for nursing homes and other care providers.

The biggest CIS project is in the works at the Bureau of Workers' & Unemployment Compensation where we are making the transition to enabling jobless workers to file unemployment claims via the Internet and the phone, which will be launched in the very near future. (*See p. 4 for details*) In the meantime we've been accepting Claims by Mail, which enables unemployed individuals to file by mail and then call our MARVIN toll-free hotline every two weeks to certify.

You may have seen the full-pages ads which CIS has placed in the Detroit News & Free Press, Grand Rapids Press, Flint Journal and other major newspapers with an apology for the bumps we've encountered on the road in reaching this goal. Many customers have had difficulty reaching our toll-free customer service hotline to get answers regarding unemployment questions - and for that we are truly sorry because it has not reached our level of expectations of quality customer service. However, we are very near to making filing for unemployment quick and easy for jobless workers using the latest technology. We have been addressing these problems by expanding the hours of our hotline and adding staff to handle calls, including the Veteran's Day holiday. I say thank you to our team members, many of whom are working evenings and weekends, in order to successfully launch our phone centers and Internet claims to better serve our customers!



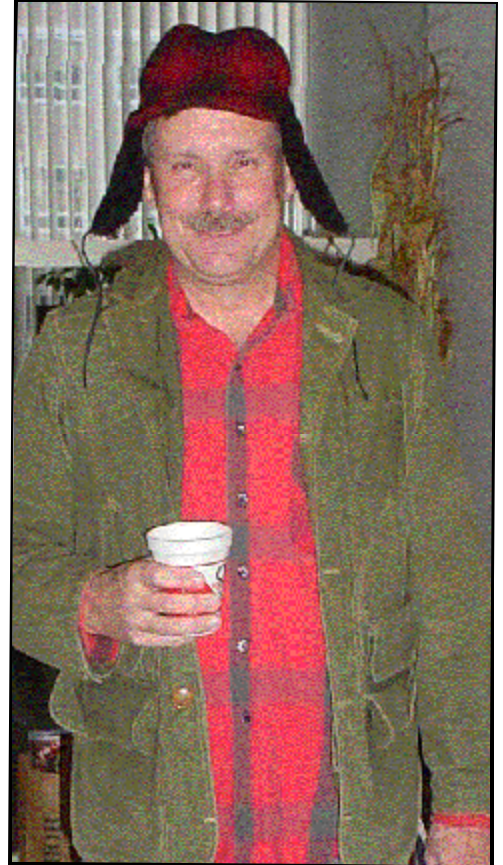


Across CIS

CIS Celebrates Halloween



The CIS Fun Committee had a hat contest and cider and donuts for Halloween. Prize winners were: John “Mr. Dependable” Hubinger, Barb Edmonds, Jennifer Farr, Joyce Lewis, and Doug Bamfield. The Fun Committee holds fundraisers in order to sponsor fun holiday activities for CIS employees in the Williams Building.





OFIS Releases 3rd Annual HMO Consumer Guide

The Michigan Office of Financial and Insurance Services (OFIS) released the third annual health maintenance organization (HMO) Consumer Guide.

“The OFIS HMO Consumer Guide continues to be an excellent resource for information about HMOs in Michigan,” said OFIS Commissioner Frank M. Fitzgerald. “The guide provides HMO quality statistics, complaint information, and links to financial information. This guide assists consumers in choosing an HMO and making important health decisions.”

The HMO Consumer Guide is viewable at <http://www.michigan.gov/ofis> and see “Featured Services.” The guide is available on-line as a web-based database – consumers can choose among HMOs in their area to create a personal HMO guide. The hard copies available from OFIS by calling toll free (877-999-6442) contain information for all Michigan commercial HMOs.

The quality information in the guide is based on the Health Employer Data Information Set ® (HEDIS) and the Consumer Assessment of Health Plans ® (CAHPS) from the National Committee for Quality Assurance (NCQA). HMOs are measured on access/service, doctor communication/service, staying healthy services, and getting better/living with illness services.

The HMO complaint information is based on statistics from the Patients Right to Independent Review Act (PRIRA). This act sets up a process for Michigan consumers who have received a health care claim denial from an HMO or health insurance company. The act sets up an internal appeals process with the HMO or insurance company as a first step. If the service is still denied after the internal appeals process has been completed, consumers can appeal to the state for an independent review of the claim denial. Complaint statistics from the PRIRA process are available in the OFIS HMO Consumer Guide.

Update on Household Finance Corporation Settlement

OFIS continues to work on details of the Household Finance Corporation settlement. This work is part of the multi-state effort that led to a proposed settlement for violations of Michigan’s Consumer Financial Services Act – an act that is one of the most comprehensive in the country. OFIS also continues to update the toll free number providing consumer information on the Household settlement. The toll free number is (877) 598-0010.

Some Michigan consumers have notified OFIS that another mortgage company or a lawyer has contacted them about the Household settlement. Consumers do not need to take any action at this point to be included in the settlement. The proposed settlement will cover real estate secured loan activity with Household from January 1, 1999 - September 30, 2002, so changes to payments or contracts now will not affect consumer eligibility for participation in the settlement.

As part of the proposed settlement, Household has agreed to pay up to \$484 million to consumers nationally – approximately \$14 million total to over 10,000 Michigan consumers – for alleged unfair and deceptive lending practices in the “subprime” lending market over the past four years. All of the money involved in the proposed settlement will go directly to Michigan consumers and Household will pay for administrative costs.

OFIS has performed an analysis to determine Household’s financial health post-settlement. Household should remain a financially viable business with the proposed settlement.

This proposed settlement applies only to real estate loans with Household. OFIS is investigating additional complaints against Household lending practices, especially those for auto loans. OFIS also continues to investigate complaints against any mortgage lender – consumers with complaints should contact OFIS toll free at (877) 999-6442 or on the internet at <http://www.michigan.gov/ofis>.



Michigan's Jobless Worker Hotline Expands Hours

Michigan has expanded the hours as of Nov. 4th of its toll-free hotline for jobless workers to improve customer service at a time when the state's unemployment claims load traditionally rises.

"As of Monday, November 4th, we have expanded the hours of our customer relations staff and ensured that our 50 phones are staffed 100 percent of the time," said Noelle Clark, CIS Director.

The new hours of the Bureau's Claimant Customer Relations Hotline (1-800-638-3995) are 7 a.m. to 7 p.m. Monday through Friday. The hotline was open from 8 a.m. to 5 p.m. Hotline staff answers caller questions about the claims process and other aspects of the unemployment insurance system. In many cases, staff helps speed up the payment of benefits to idled workers.

"Applications for unemployment benefits traditionally rise at the end of this month, and because of a Bureau transition period as we move toward internet and phone claims, customer service representatives are already struggling to answer calls promptly," Clark said.

"Customer service is a top priority," Bureau Director Jack Wheatley said. "To those who've recently called the hotline and couldn't get through, our message is, 'We heard you and we're taking positive steps to expand our hotline service.' "

Staff also worked on state holiday, Veteran's Day, to help jobless workers. Wheatley said the hotline's old hours likely will return in early 2003 but no decision on an exact date has been made.

State Adopts Claims by Mail System for Filing for Unemployment Claims

Michigan is helping jobless workers and employers to take cuts in line by delivering unemployment services in more convenient and user-friendly ways. Jobless workers in Michigan can now file their unemployment claims by mail.

"We are offering unemployed workers throughout the state the convenience of filing for unemployment benefits by mail instead of standing in line at one of our local offices," said CIS Director Noelle Clark.

The bureau has made mail applications for unemployment benefits available in its local offices. This application is also available at the bureau's website (<http://www.michigan.gov/bwuc>) where it can be downloaded and then filled out. Staff is also distributing the same information to Michigan Works! service centers.

"As with any transition, we expect there to be a few bumps in the road. However, we're confident that working together we can ensure that we are able to serve Michigan's unemployed workers better than ever," added Clark. "The form is fairly easy to fill out and asks for general information about the worker and for his or her recent work and wage history."

Once the form has been completed, jobless workers can either drop it off at their local unemployment claims office or mail it to one of three bureau locations listed below:

- ◆ **P.O. Box 169, Grand Rapids, MI 49501-0169**
- ◆ **P.O. Box 5050, Saginaw, MI, 48605-5050**
- ◆ **P.O. Box 11671, Detroit, MI, 48211-0671**

The bureau expects to open one of its three call centers for taking claims by phone in December with the other two opening in early in early 2003.

Within weeks BW&UC will introduce the ability to file unemployment claims through the Internet. It has already begun to allow large employers to file benefit claims on behalf of their workers during mass layoffs.

The bureau has also instituted a statewide toll-free telephone number to its MARVIN system, which jobless workers are required to call once every two weeks while claiming benefits in order to certify that they meet the program's eligibility requirements.



MPSC Commissioner David Svanda Elected President of NARUC

Michigan Public Service Commissioner David Svanda has been elected President of the National Association of Regulatory Utility Commissioners.

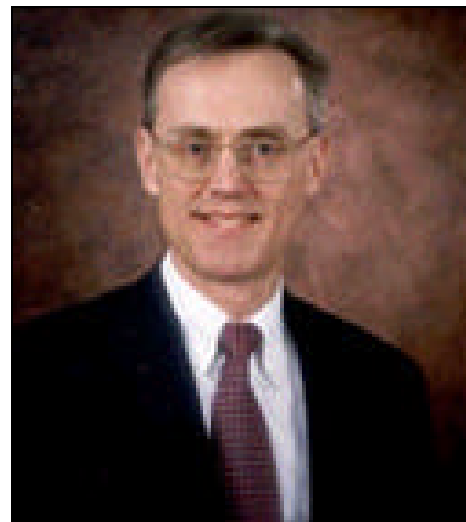
Commissioner Svanda will assume his duties for the one-year term, effective today.

Commissioner Svanda will continue his duties as Commissioner at the MPSC. Svanda, originally appointed to the Michigan Public Service Commission by Governor John Engler in December 1995, has been reappointed to a term that expires in 2003. Commissioner Svanda is a member of the Federal Communications Commission's Local and State Advisory Committee, past president of the Mid-American Regulatory Conference and an advisor to the MSU Institute of Public Utilities and the National Regulatory Research Institute.

"I am proud to accept this honor to ensure that Michigan and state commissions have a strong

voice in a rapidly changing utility environment," said Svanda. "I will serve in the proud tradition of NARUC's founder, Michigan's Thomas M. Cooley, who presided over the first NARUC convention in 1889 and served as President of the Association for three years. Mr. Cooley, first Chairman of the Interstate Commerce Commission and Michigan Supreme Court Justice, had the insight to realize the necessity for a national organization to achieve closer cooperation between the State commissions and federal regulatory agencies and helped to guide its development."

"Commissioner Svanda again shows his willingness to provide leadership and expertise on utility regulatory matters at the state and national level," noted MPSC Chairman Laura Chappelle. "I commend Commissioner Svanda for assuming this significant national leadership position, for there is no better person to lead



DAVID SVANDA

the NARUC."

NARUC is a national association composed of governmental agencies of the fifty states, the District of Columbia, Puerto Rico and the Virgin Islands, engaged in the regulation of utilities and carriers. NARUC's chief objective is to serve the consumer interest by seeking to improve the quality and effectiveness of public regulation in America.

Michigan's Energy Appraisal Now Online for Winter 2002/2003

The Michigan Public Service Commission (MPSC) released the report "Michigan Energy Appraisal: Winter 2002/2003." The appraisal reviews the projected prices and availability of energy in Michigan over the winter months.

Winter energy heating bills in Michigan may show some increases compared to last winter should Michigan see a return to normal winter temperatures after last winter's 9 percent warmer than normal weather. Natural gas, which is used to heat 78 percent of Michigan homes, is not expected to show significant changes in price this winter. While usage and bills would go up with a return to normal winter weather, the National Weather Service has suggested a higher probability of warmer and dryer weather for the upper Midwest over the next six months. Michigan has seen warmer than normal weather in four of the last five winters. The increases in residential heating bills in Michigan are expected to be less than the current national projections by the Energy Information Administration.

The Michigan Energy Appraisal is prepared every six months. The Energy Appraisal is available at: <http://cis.state.mi.us/mpsc/reports/energy>.



BCC Director Re-Elected to ICC Board of Directors

Henry L. Green, director of the Bureau of Construction Codes, has been elected to the International Code Council (ICC) Board of Directors. He previously served on the ICC Board from 1994 to 1998.

Green is a member of the Building Officials and Code Administrators (BOCA) and is past president of the BOCA board. He serves as chairman of the Board of Directors of the National Institute of Building Science. He is a recipient of the Automatic Fire Alarm Association Man of the Year award and the Building Industry Association of Southeast Michigan Distinguished Service to

Government award.

The ICC is a membership service association that develops building safety codes used to construct residential and commercial buildings including housing and schools. ICC also provides technical and educational services to the construction industry.

Members of the nation's three leading building safety groups - Building Officials and Code Administrator, International (BOCA); International Conference of Building Officials (ICBO); and Southern Building Code Congress International (SBCCI) - recently voted to combine those three organizations into the ICC.



HENRY L. GREEN

Electrical Permits Will Be Available Via the Internet

Electrical contractors will be able to obtain electrical permits from the State of Michigan via the Internet beginning December 2.

The new online electrical permitting is the latest enhancement to the award-winning Michigan.gov web portal. This service was created as a result of the partnership of the CIS Bureau of Construction Codes and the Michigan Department of Information Technology (DIT).

"This is very exciting news for contractors and their clients since a complete permit application is approved immediately and a permit number is then issued so it eliminates any waiting for a permit to be processed before work can begin," Clark said. "Consumers will also be pleased since anyone who has built or renovated a home or business knows time is of the essence for a project to run smoothly."

A contractor may complete a permit application by accessing the Michigan Department of Consumer and Industry Services Bureau of Construction Codes web site at: <http://www.michigan.gov/bccpermits>.

This service is available only for a "simple" permit, which is a project that does not require the submission of construction documents for plan review. Permit applications must be completed in their entirety and include the applicant's valid electrical contractor license number. An incomplete application will not generate a permit. Payment must be made with a valid Visa or Master Card. Accela will charge a "convenience fee" of \$5.00 plus 10% of the permit fee for the use of this Internet service.

"We expect this Internet service will be very popular with contractors since they will be able to order a 'simple' electrical permit at their convenience 24 hours a day, 7 days a week. Once a contractor has received the permit number, he or she can immediately begin installation of electrical equipment and request inspections," Jacque Passino, DIT Director said. "Our goal is to expand this service in the near future and offer online permitting for mechanical and plumbing permits as well."



Huntsman Polyurethanes is Rising Star Award Winner

Michigan Department of Consumer & Industry Services Bureau of Safety & Regulation Director Douglas J. Kalinowski presented the Rising Star award to Huntsman Polyurethanes' Auburn Hills facility to recognize the company for working toward excellence in workplace safety and health.

The Michigan Voluntary Protection Programs (MVPP) Rising Star award is given to companies that have a good safety and health program in place and have the desire and commitment to achieve the next and highest level of award, the Michigan Star award.

The CIS Bureau of Safety and Regulation is responsible for the Michigan Occupational Safety and Health Act (MIOSHA) program. MIOSHA established the MVPP program to recognize employers actively working toward achieving excellence in workplace safety and health. It was developed in 1996 to reward private- and public-sector worksites that develop and implement outstanding safety and health management systems that go beyond MIOSHA standards.

The Huntsman Auburn Hills facility's Incidence Rates and Lost Work Day Rates are well below the Michigan average for their Standard Industrial Classification (SIC) code 2899, Chemical Preparations. The Total Case Incidence Rate for Huntsman was 0.0 in 1999, 1.16 in 2000, and 0.0 in 2001—compared to 6.7, 3.7, and 3.7 respectively, for the Bureau of Labor Statistics (BLS) industry average. The Total Lost Work Day Case rate for Huntsman was 0.0 for 1999, 2000, and 2001—compared to 4.3, 1.6, and 1.6 respectively, for the BLS industry average.

Huntsman Polyurethanes is a non-union facility with 89 regular employees and six full-time contract employees. The Auburn Hills site is the Research and Development Center for the Huntsman Polyurethanes Derivatives Division servicing the furniture, footwear, automotive and adhesives coatings and elastomers sectors.

Huntsman Corporation LLC is North America's largest privately held chemical company. Its operating companies manufacture basic products for the world's most essential industries including chemicals, plastics, automotive, construction, high-tech, health care, textiles, detergent, personal care, and packaging.

Sheridan Industries, Inc., of Albion Receives Gold Award

The Michigan Department of Consumer & Industry Services (CIS) presented Sheridan Industries, Inc. of Albion with the CET Gold Award for outstanding safety and health achievement on Nov. 20.

The Consultation Education and Training (CET) Division of the CIS Bureau of Safety and Regulation recognizes the safety and health achievements of Michigan employers and employees through CET Awards, which are based on excellent safety and health performance. The CET Gold Award recognizes two years without a lost-time accident.

"Sheridan Industries is an outstanding facility that is meeting the challenge facing businesses today of being economically competitive, while still maintaining an accident-free work environment," said CIS Bureau of Safety and Regulation Director, Douglas J. Kalinowski.

Kalinowski presented the award to Ted Konkle, Vice President and General Manager; Mark Boyer, Plant Manager; and employee representatives Vicky Eagan and Curt Ramirez. All day employees attended the presentation followed by a luncheon.

Kalinowski said Sheridan Industries is a very conscientious company and works diligently to provide a safe and healthy work environment for all employees. Sheridan Industries manufactures spanners, spacers, and axles for the material handling industry. The company has recently attained QS 9000 designation for quality products.



Liquor Control Commission's Ordering Website Now Open for Business for Liquor Licensees

The Michigan Liquor Control Commission now offers an Internet Liquor Ordering website for all liquor licensees. Liquor licensees must sign up to use the application.

"I applaud the Liquor Control Commission and Michigan Department of Information Technology staff for working extensively on this project throughout 2002 in order to bring this exciting new service to Michigan liquor retail licensees and better serve their customers," said Noelle Clark, director of the Michigan Department of Consumer & Industry Services, which oversees the Michigan Liquor Control Commission.

State of Michigan Liquor Internet Ordering offers ordering flexibility to liquor licensees and is the latest enhancement to the award-winning Michigan.gov web portal. Those who wish can place one order for all their liquor for the week, and receive it on their next regularly scheduled delivery day. The system will divide up the order by Authorized Distribution Agent (ADA) and show the person placing the order the delivery date for each ADA. Licensees can also choose to order the way that works best for them, such as placing separate orders closer to each ADA delivery day.

"This new website enables all liquor licensees to order their liquor at their convenience 24 hours a day on-line," Jacque Passino, DIT Director said. "One of the key features is that the system checks inventory availability for every item at each ADA. Our team implemented the newest technology available in order to provide this feature on the new ordering system to ensure that customers receive the latest information on product availability and delivery to better serve their inventory needs."

Licensees placing an order via the website receive an email confirmation of the order, including transaction confirmation numbers, delivery dates, a listing of items ordered, and price.

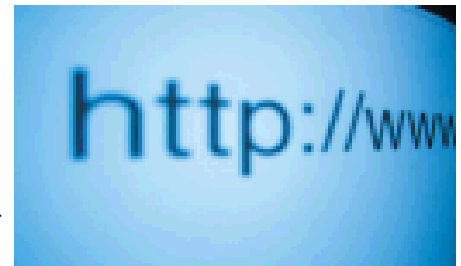
Licensees who use the Internet ordering system can go back into the system throughout the day the order is placed and make updates to that order. Items can be added, deleted or changed throughout the order day.

"The program was piloted with a small group of liquor licensees who agreed to be first to both test and use the system. We've received very positive feedback from the test group, so we are opening the program up to all licensees to use," said Dan Gustafson, LCC Chairman. "We expect a significant number of licensees will want to take advantage of this convenient new program. The Liquor Control Commission launched an Electronic Fund Transfer program in 1999 and it has been a huge success so we know our licensees are always willing to embrace the newest technology to save time and make the ordering process easier."

No payment information is required or taken by the Internet ordering system. Licensees pay by EFT, check or cash at delivery time as usual. This makes the system even faster and easier to use than other types of ordering.

The Michigan Liquor Control Commission Internet Ordering application is a cooperative effort between the State and its Authorized Distribution Agents. The State system communicates with Authorized Distribution Agent information systems to obtain delivery dates and inventory availability information. The Authorized Distribution Agents are partners with the Commission in making this convenient service available.

Licensees wishing to use this free service must first obtain a password and user ID. The address to access the Michigan Liquor Control Commission's web page is: <http://www.michigan.gov/cis>, then click on the Liquor Control button in the left-hand column. The website provides information for licensees on obtaining a password to start using the Commission's Internet Ordering system.





MELANIE B. BRIM

Melanie Brim Named Director of Bureau of Health Services

Melanie B. Brim has been named as the director of the Bureau of Health Services. She succeeds Director Thomas Lindsay, who retired effective Nov. 1.

Since 2002, Brim has served as director of the Health Services' Licensing Division, which has the responsibility for licensing of approximately 400,000 health professionals and includes 18 health profession boards, various committees and commissions. She has served as a faculty member for the University of Phoenix, Grand Rapids since 1999 for the facilitation of courses in the Undergraduate School of Business, including Organizational Behavior, Management Theory, Contemporary Social Issues, and Business Ethics. Previously she was a Regional Health Administrator for the Michigan Department of Corrections, Lansing, Michigan, and Director of Ambulatory Care for St. Mary's Health Services, Grand Rapids.

Nurse Aide Registry Now Available on the Internet

A new website has been launched to make it easier for care providers to verify certification of nurse aides on the Michigan Nurse Aide Registry.

"The web site enables Michigan nursing homes, hospitals, hospices and home health agencies to quickly and easily look up potential employees to ensure they have current CNA status in order to help protect the health and safety of our state's most vulnerable citizens," CIS Director Noelle Clark said. "Previously facilities had to call to obtain the information, now an inquiry report is just a click away and conveniently available 24 hours a day to better serve our customers."

A Certified Nurse Aide (CNA) is a nurse aide in the State of Michigan who has successfully completed a Competency Evaluation Program, including the Clinical Skills Test and Knowledge Test, and is placed on the Michigan Nurse Aide Registry.

The web site address is: (http://www.chauncey.com/State_Nurse_Aide/michigan.htm) and is maintained by The Chauncey Group International, which tests individuals for CNA certification.

A nurse aide's Registry Document is valid for two years if the individual remains in good standing.

"The registry also helps protect residents of Michigan's nursing homes, hospitals and other care facilities since potential employers can find out if a nurse aide has been flagged for resident abuse, neglect or misappropriation of property. Registrants who are red-flagged are also ineligible for renewal and the information stays on their record permanently," Clark said.

Facilities can search for CNAs by social security number, name or certification number and generate an inquiry report to print from their own PC. The site also contains information of interest to potential CNAs such as a bulletin, registration form, materials request, and test taker guides. The form to renew certification will be available online for CNAs to access in the near future.

The Michigan Nurse Aide Registry lookup is similar to the one of the most popular features in place on the CIS web site: Verify a License. Verify a License enables consumers to look up health professionals to check to see if a license is in good standing with the State of Michigan.



\$300,000 Grant to Establish Michigan Center for Nursing

Consumer & Industry Services Director Noelle A. Clark today announced that a \$300,000 grant to establish and operate the Michigan Center for Nursing has been awarded to the Michigan Health Council.

The role of the Michigan Center for Nursing will be to facilitate activities designed to ensure that an adequate and ongoing nursing workforce is available to meet the health care needs of the citizens of the State of Michigan. The grant will be allocated over a period of three years: \$150,000 for FY 2003, \$100,000 for FY 2004, and \$50,000 for FY2005.

"We are thrilled to be working with the Michigan Health Council on this critical component to our state's overall effort to address the nursing shortage in Michigan," said Clark. "The Michigan Health Council is the perfect choice for this vital project since it has more than 50 years of demonstrated ability and health care policy expertise as well as a broad base of support across all facets of the health care and educational systems in Michigan."

The purpose of the Michigan Center for Nursing is to:

- ◆ Provide a central forum in Michigan for exploring and addressing the changing expectations, roles and responsibilities of nurses, their employers, their clients and the public.
- ◆ Establish a central resource for the collection and analysis of nursing workforce data.
- ◆ Develop a forecasting model that will allow Michigan-specific assessments of future nursing supply and demand.
- ◆ Communicate nursing workforce data to all stakeholders for use in the development and implementation of strategies for addressing recruitment, retention and nursing education.
- ◆ Strengthen nursing education to meet the changing needs of Michigan's nursing workforce and population.

"We are excited to be given the opportunity to build the infrastructure for action and communication that will sustain open dialogue and problem solving around nursing issues for years to come," said Anne Rosewarne, Michigan Health Council President.

In addition to its depth of experience and track record of expertise on health care issues in Michigan, the MHC proposal was strengthened by the existing close relationship MHC has with the North Carolina Center for Nursing which is a nationally recognized organization focusing on nursing workforce issues similar to those faced in Michigan.

"Our goal is for the Michigan Center for Nursing to provide a central resource for all nursing workforce data, dealing with recruitment and retention issues, and strengthening nursing education," said Carol Garlinghouse, MSN, RN, Director of the Michigan Health Council Nurse ICON program.

The Michigan Health Council will work in partnership with Public Sector Consultants, which originally recommended the creation of a Center for Nursing in a study it conducted on behalf of the Michigan Department of Consumer & Industry Services. The July 2001 report "Study of the Current and Future Needs of the Professional Nursing Workforce in Michigan," is viewable on the Internet at:

http://www.michigan.gov/documents/cis_fhs_nursrpt_34456_7.pdf

"We are looking forward to partnering with the Michigan Health Council to collect and consolidate the data needed to develop and implement strategies that will help strengthen the nursing workforce in Michigan," said Peter Pratt, Vice President for Health Policy, Public Sector Consultants.

Nursing Study

The July 2001 report "Study of the Current and Future Needs of the Professional Nursing Workforce in Michigan," is viewable on the

Internet at: http://www.michigan.gov/documents/cis_fhs_nursrpt_34456_7.pdf



Tips on Choosing Assisted Living or Licensed Facilities for Loved Ones

A Consumer alert is available to inform citizens of tips in choosing assisted living or a licensed facility for loved ones.

The Bureau of Family Services licenses and regulates family, small, large and congregate adult foster care homes, homes for the aged, and specialized programs for developmentally disabled and/or mentally ill individuals who reside in adult foster care homes.

CIS Director Noelle Clark said it is imperative for consumers to understand that assisted living facilities, which often offer meals, housekeeping and other services, are NOT regulated by the state. However, adult foster care facilities and homes for the aged offering these services along with 24-hour supervision are licensed, inspected and regulated by the State of Michigan.

“The first question consumers should ask when choosing a facility for a loved one is ‘Is this facility licensed?’ State licensure means that the facility meets minimal health and safety standards and the state can take enforcement action for failure to maintain these levels of care,” Clark said. “We feel an educated consumer is the best type of consumer so we offer the tools they need to find this information quickly and easily on the Michigan.gov website.”

Licensed adult foster care and homes for the aged facilities can be found by visiting <http://www.michigan.gov/cis> and clicking on “Family and Health Services.” Consumers can search for a facility by location or type or determine if a certain facility has had any licensing violations within the past year. Additionally, there is online access to any licensing or investigation reports issued since 7-1-2002.

If a facility is not licensed, consumers should ask whether local fire officials or local building or housing code compliance officers have conducted a recent inspection. Furthermore, state law requires that a facility offering housing and services utilizes a contract with its residents. The contract must contain information such as a statement describing whether the housing-with-services establishment is licensed by a local, state, or federal agency; a description of the facility’s complaint resolution process; and billing and payment procedures and requirements.

“Choosing a facility for a loved one is a very difficult and personal decision for a family. It is important that the level of care matches the individual - whether it is simply housing with meals to a facility offering 24-hour medical care,” Clark said. “While there is clearly demand for a spectrum of care providers in the market, it is essential for family members to ask questions and do a little homework prior to placement.”

Regardless of the level of care, family members should tour the facility they are considering to see whether smoke alarms are in each room and hallway, exits are clearly marked and lighted, halls and passageways are clear, and that exit doors are not locked and operate freely, especially disabled assist doors. Staff working in the facility should know evacuation procedures and emergency numbers should be prominently posted.

In Brief...

First, check to determine if the facility is licensed by the State.

State licensure means that the facility meets minimal health and safety standards. The Adult Foster Care and Home for the Aged lookup is at:

http://www.cis.state.mi.us/brs_afc/sr_afc.asp

Next, if the facility is not licensed, make sure that the facility utilizes a contract between the housing-with-services establishment (the facility) and the resident.



OFS Offers Christmas Tree & Candle Fire Safety Tips

As the holidays approach, the Office of Fire Safety would like to encourage everyone to use the following Holiday Fire Safety tips to ensure a safe and happy holiday season:



CHRISTMAS TREES

- ☐ When purchasing a live tree, check for freshness. A fresh tree is green, needles are hard to pull from branches and when bent between your fingers, needles do not break. The trunk is sticky with resin, and when bounced on the ground, the tree should not lose many needles.
- ☐ Choose a sturdy tree stand designed not to tip over and be sure to keep the stand filled with water.
- ☐ Carefully plan where your tree will be positioned. Make sure the tree is at least three feet away from any source of heat, and place the tree out of the way of traffic and do not block doorways.
- ☐ Use only lights that have been tested for safety by a recognized testing laboratory and follow the manufacturer's instructions on how to use tree lights. Check each set of lights, new or old, for broken or cracked sockets, frayed or bare wires, or loose connections, and discard damaged sets. Use no more than three standard-size sets of lights per single extension cord.
- ☐ When purchasing an artificial tree, look for the label "fire resistant," and never use electric lights on a metallic tree.
- ☐ Turn off all lights when you go to bed or leave the house. The lights could short out and start a fire.
- ☐ Keep a watchful eye on small children around the tree.
- ☐ Safely dispose of the tree when it begins dropping needles. Dried-out trees are very dangerous and should not be left in a garage or placed against the house.



CANDLES

- ☐ Do not leave burning candles unattended and keep burning candles out of reach of children or pets.
- ☐ Keep candles away from decorations and wrapping paper and never use lighted candles on a tree.
- ☐ Keep candles away from drafts and vents and do not place candles where they can be knocked down or blown over. Do not place candles on tablecloths when the edges of the tablecloths hang over the edge of the table and can be pulled by children.
- ☐ Trim wicks to ¼ inch prior to each use. Extinguish taper or pillar candles when they get within 2 inches of their holders. Don't burn candles for more than 4 hours at a time. Discontinue use of a container candle when ½ inch of the wax remains. Always use containers that have been made for candle usage and keep matches, wick trimmings and foreign objects out of the candle wax.



OFS Advising Healthcare Facilities of Sprinkler Recall

The Office of Fire Safety is advising healthcare facilities regarding a recall that will have a direct effect on their 2003 certification in the Medicare/Medicaid Program and/or renewal of a State of Michigan license.

This applies to licensed hospitals, nursing homes, ambulatory surgical centers, and ICF/MR facilities.

Central Sprinkler Company announced a Voluntary Replacement Program in 2001 for O-Ring Sprinkler Heads, which could degrade over time. The company will provide free parts and labor to replace the recalled sprinkler heads.

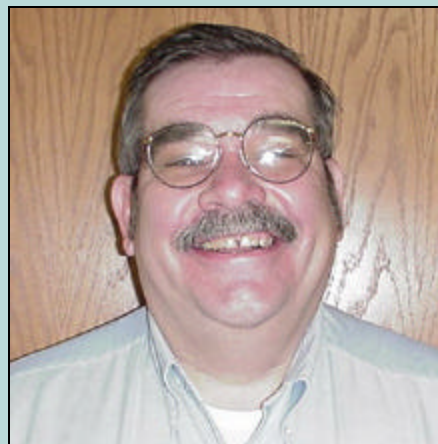
If it is necessary to replace sprinkler heads due to this recall, Public Act 144 of 1982 requires that such work be done by a firm or individual certified by the Office of Fire Safety.

Proof of efforts regarding the identification and/or replacement of recalled sprinkler heads must be provided to the Life Safety Code surveyor at the time of each facility's 2003 Life Safety Code Recertification Inspection for Medicare/Medicaid certification and funding.

New Inspectors Join Office of Fire Safety at Farmington Office

Two new inspectors have joined the Office of Fire Safety at its Farmington office: Michael McCormick and Richard Day.

Michael McCormick started with OFS effective October 28 and was previously employed at the Brooks Correctional Facility, Muskegon. He recently worked as a control officer in the private industry. Mike, who is single, was raised in Massachusetts. He retired from U. S. Air Force as a Fire Protection Specialist following 20 years of service. Mike has worked for the State of Michigan 4 years.



MICHAEL McCORMICK



RICHARD DAY

Richard Day started with OFS on November 11. He recently worked in a similar position at the Kalamazoo Psychiatric Hospital. Rick is a life long Michigan resident. He is married and has two children. Rick has worked for the State of Michigan for two years, including the Jackson Prison Fire Safety Program. He served with the Allegan Fire Department for 10 years.

For more information on the Sprinkler Recall:

The form is available at: http://www.michigan.gov/documents/cis_fire_ofs35_45662_7.doc

For details, please visit <http://www.SprinklerReplacement.com>.
or call 800-871-3492.

For a brochure call 866-505-8553.



CIS Salutes is devoted to employee accomplishments (on and off the job), letters of appreciation and staff changes. Please send CIS Salutes news to: Lori Donlan - ldonla@michigan.gov.

Norene Lind was appointed as the CIS Regulatory Affairs Officer on Nov. 4. Lind, who is with the Office of Policy and Legislative Affairs has worked for more than 3 1/2 years in the drafting and processing of administrative rules .

Connie O'Neill has been selected as the Chief for the Consultation, Education and Training (CET) Division in the Bureau of Safety & Regulation. **Nella Davis-Ray** has been selected as the Assistant Chief for the CET.

Congratulations to **Douglas Kimmel**, CET Safety Consultant. Doug has accepted the Michigan Voluntary Protection Program (MVPP) Specialist position, effective November 11, 2002. Doug will coordinate the application process, onsite team activities,

award ceremony, and re-evaluations for current MVPP participants. He will also coordinate program development, policy and procedure development, training, and promotional activities related to the MVPP. Doug has 10 years of experience in the field of Occupational Safety and Health, and has worked as a CET consultant since 1999.

Claudia Nevins has been named the new Office Supervisor in the BSR's Consultation Education and Training Division effective November 10, 2002. She replaces **Ann Lawrence** who retired recently. Claudia has been with the State for 13 years and has held increasingly responsible positions during her last 12 years with the CET Division. We wish her every success in her new position!

William Lykes, Industrial Hygienist consultant in the CET Division, received a thank you letter from Dr. Clark Johnson of the Michigan Podiatric Medical Association for a MIOSHA Update program he delivered October 11th at their Annual Meeting and Scientific Seminar. Dr. Johnson said "Your lecture offered new and important information to attendees."

Barton G. Pickelman, CIH, recently took and passed the ABIH examination to become a Certified Industrial Hygienist. Bart is a senior industrial hygienist with the MIOSHA compliance program with the District 2 - Saginaw office. Please take the opportunity to congratulate Bart on his career accomplish. Great job, Bart!